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ANNUAL ASSESSMENT OF CUSTOMER NEEDS AND SATISFACTION

by

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16. Abstract <p>The Kentucky Transportation Cabinet, both through its own quality initiative and a statewide "Empower Kentucky" campaign, has a commitment to achieve new levels of quality in the development, construction and maintenance of highways. In order to gauge progress, there is a need to establish a baseline of customer satisfaction with the current highway system, and determine needs as perceived by the users of the highway system. As a result, the University of Kentucky Transportation Center, Technology Exchange Unit, was contracted to conduct a customer needs and satisfaction survey. The objectives of this study are to:</p> <ul style="list-style-type: none"> A. Ascertain Kentucky highway users' opinions on highway program priorities and satisfaction. B. Compare and contrast these opinions with the data obtained in the NQI Survey. C. Issue a report that can be used to help guide highway investments and strategic planning. 					
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Executive Summary

The purpose of this study was to establish a baseline of customer satisfaction with the current highway system and to determine needs as perceived by the users of the highway system. The Kentucky Transportation Cabinet is committed to achieving new levels of quality in the development, construction and maintenance of highways. The needs and opinions of users are paramount to making sound highway investment decisions.

Fifty-four percent of Kentuckians are generally satisfied with their highway system and rank them above the neighboring states; an additional 30 percent are neutral, which leaves 16 percent who are dissatisfied with the level of service they are receiving from their highway system. Those who drive primarily on multi-lane highways or on interstate highways indicate a significantly higher level of overall satisfaction than those who drive on major two-lane highways.

The major areas of citizen concern are pavement conditions and maintenance response time. While 61 percent indicated they are satisfied with highway safety, they did express concern about roadway lighting and wet weather conditions. Those driving to and from work and those who drive on major two-lane highways expressed the highest level of concern about safety.

Cost or value plays an important role in the evaluation process. Kentucky drivers' choice for funding roadways are fuel taxes (27 percent), vehicle registration (26 percent), general sales tax (14 percent), tolls (13 percent) and income tax (four percent). The nine percent not satisfied with these funding mechanisms suggest using lottery-generated funds and better allocation of existing funds.

Even more significant than levels of satisfaction are areas of **greatest importance** to customers. Priorities were determined by asking "which one of the highway characteristics should receive the most attention and resources. This shifts areas of concern to : Priority #1 - **Safety**; Priority #2 - **Pavement Conditions**; and Priority #3 - **Traffic Flow**.

The following report gives details to support the above conclusions.

Introduction & Methodology

About the National Survey

In 1992, representatives of industry, state transportation officials, and the Federal Highway Administration met to establish a national initiative to promote the quality of our highway system. This collaboration resulted in the creation of the "NQI Steering Committee" which developed a long-range strategic plan that has guided its activities in the first years of its operations.

One component of this long-term plan was to conduct a nationwide survey to assess public satisfaction with the highways throughout the country. During the fall of 1995, Coopers & Lybrand, through Opinion Research Corporation, conducted a nationwide telephone survey of 2,205 adults. A report of findings was released in May 1996.

Although the national survey provided a snapshot of people's attitudes about the nation's highway system, the sample size at the individual state level was not adequate to provide a state-by-state analysis of opinions.

About the Kentucky Survey

In June 1997, the Kentucky Transportation Center on behalf of the Kentucky Transportation Cabinet, commissioned a statewide survey to ascertain satisfaction with the highways throughout Kentucky. By conducting a statistically valid survey at the state level, Kentucky's highway providers would be able to compare Kentuckians' opinions about their roadways with the findings from the national survey.

Since comparisons to the Coopers & Lybrand study were to be made, the questionnaire used for the Kentucky survey mirrored what was asked at the national level, with a few minor alterations for clarification. This questionnaire was designed to measure the following seven characteristics of the highway system. Each of these major characteristics was composed of a variety of attributes that each respondent was asked to assess:

- Bridge Conditions
- Maintenance Response Time
- Pavement Conditions

- Safety
- Travel Amenities
- Traffic Flow
- Visual Appeal

Survey Coordination and Administration

The Kentucky Transportation Center's Technology Exchange Unit directed and coordinated the survey. The Center employed Preston • Osborne Research, a Kentucky private enterprise, to conduct the interviews. Interviews were completed from June 23 through July 16, 1997. To be eligible to participate in the survey, respondents had to meet the following screening criteria:

- 1) Be a licensed driver 18 years old or older; and
- 2) Had to have driven on a major highway within the past year.¹

A listed sample was used to contact a representative sample of households in Kentucky. As was the procedure on the national survey, one licensed driver was selected at random for an interview with each household by asking for the individual 18 years old or older who had the most recent birthday. If the selected individual was not a licensed driver or had not driven on a major highway within the past year, the interview was terminated, a replacement household contacted, and the screening process repeated.

For the Kentucky survey, 657 interviews were completed using a questionnaire that averaged 18 minutes in length. This sample size provides a margin of error of ± 3.82 at the 95 percent confidence level for survey results based on the total sample.

Profile of Respondents

In addition to asking survey participants to assess various aspects of Kentucky's highway system in the state, the survey asked each participant to provide a profile of themselves and their driving patterns. These characteristics are of significant value in determining different levels of satisfaction among the population, which can be used to

¹ A major highway was defined to include the interstate highway system, other multi-lane highways (expressways, freeways, and toll roads), and major two-lane highways (any numbered highway with three or less digits).

prioritize and target highway improvement efforts. Following are the characteristics used to develop a profile of survey respondents and the breakdown of survey participants under each category:

Gender:	Number	Percent
Male	322	49%
Female	335	51%

Age:	Number	Percent
18-34	133	20%
35-54	301	46%
55 and over	217	33%

Primary Trip Type:	Number	Percent
Commuting	201	31%
Work Other Than Commuting	94	14%
Shopping/Errands	223	34%
Recreation	139	21%

Primary Type of Driving:	Number	Percent
Interstate Highway System	248	38%
Other Multi-Lane Highways	107	16%
Major Two-Lane Highways	302	46%

Majority of Highway Mileage:	Number	Percent
Urban	211	32%
Rural	370	56%
Equal Urban/Rural	76	12%

Congressional Districts:	Number	Percent
1	108	16%
2	103	16%
3	115	18%
4	112	17%
5	106	16%
6	113	17%

Vehicle Type:	Number	Percent
Car	398	61%
Van	66	10%
Sports Utility Vehicle	142	22%
Truck	46	7%
Other	5	1%

Major Findings

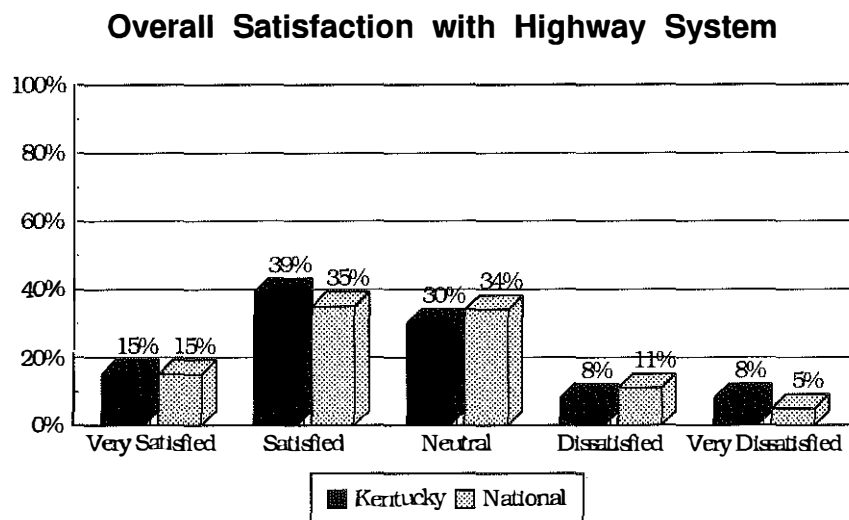
This section of the report outlines major findings of the survey, organized around four points:

- Overall satisfaction with the highway system
- Satisfaction with major **characteristics** of the highway system
- Priorities for highway improvement
- Public support for highway improvement

The report generated for the national survey served as the template for developing this report for the Kentucky survey. Throughout, both the Kentucky results and the national findings are reported to provide a point of comparison.

Overall Satisfaction with Kentucky's Highway System

Respondents were asked to assess the various characteristics of the highway system utilizing a "1-5" rating scale, where "1" indicated "Very Dissatisfied" and "5" indicated "Very Satisfied." Prior to asking about their satisfaction with individual highway characteristics, respondents were asked to rate their **overall** satisfaction with the major highway they used most often. Following are the results of this question:



As the chart illustrates, Kentuckians are slightly more satisfied (54 percent) than the national average (50 percent) when ratings of “4” (Satisfied) and “5” (Very Satisfied) are combined to reflect the overall percentage of satisfaction.

When reviewing different segments of the population and how each rate the highway system “overall,” there are no statistically significant differences in satisfaction when analyzing the data by location of primary driving, vehicle type, age, and gender. There are, however, some statistically significant differences when analyzing data by the other characteristics.

Primary Driving Purpose:

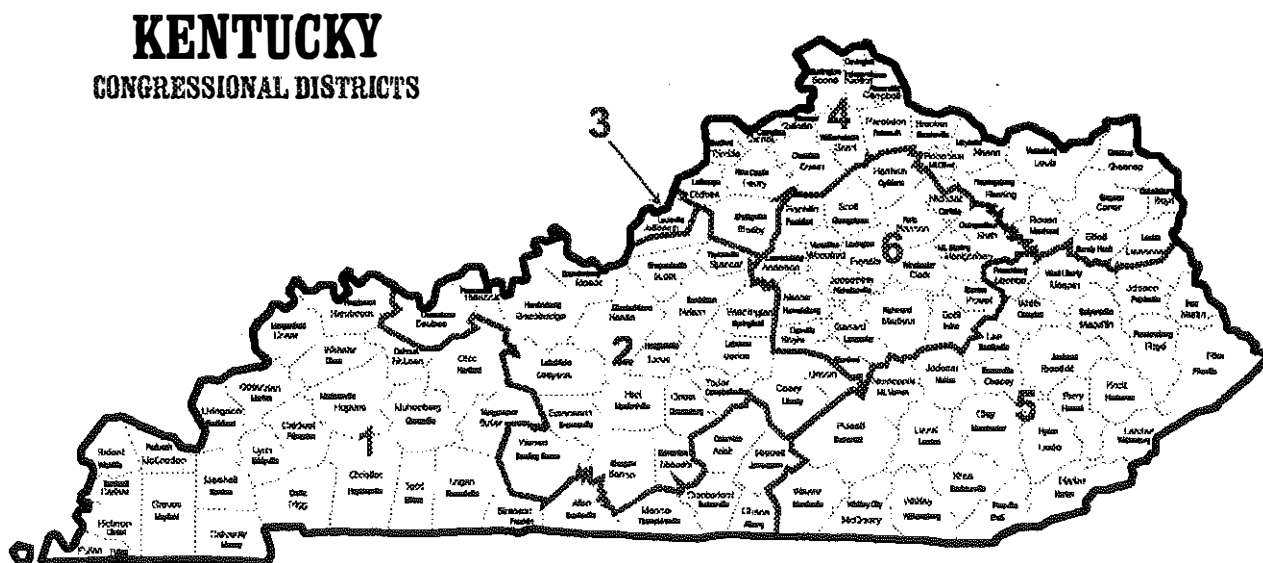
- Those who drive mainly for shopping/errands and recreation indicate a higher level of overall satisfaction than those who drive primarily for work or commuting.

Primary Type of Highway Driving:

- Those who drive primarily on multi-lane highways or on Interstate highways indicate a significantly higher level of overall satisfaction than those who drive on major two-lane highways.

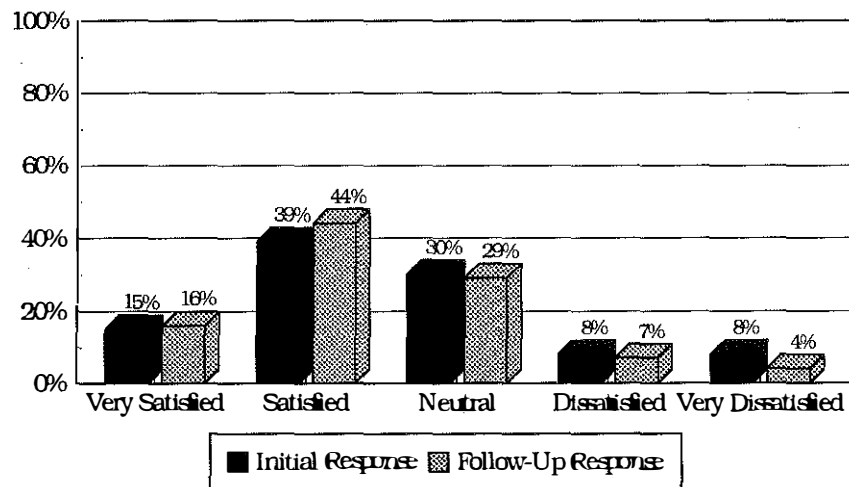
Congressional Districts:

- Those who live in the 1st, 2nd, and 3rd Congressional districts indicate a significantly higher level of overall satisfaction than those who live in the 4th and 5th districts.



Near the close of the interview, after the discussion regarding individual highway characteristics and the attributes of each, respondents were again asked to rate their overall satisfaction with the major highway they use most often. Research has shown that after respondents have contemplated a topic in greater detail, the level of satisfaction changes as a result of this scrutiny and gives more insight to overall satisfaction. Following are the results of this follow-up question on overall satisfaction as compared to the initial satisfaction question:

Overall Satisfaction Comparisons

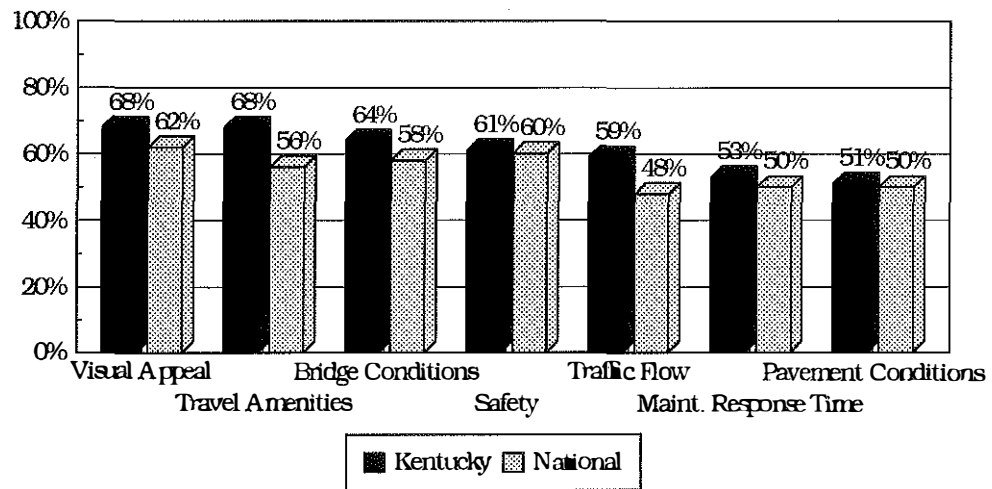


Satisfaction with Major Characteristics of Kentucky's Highway System

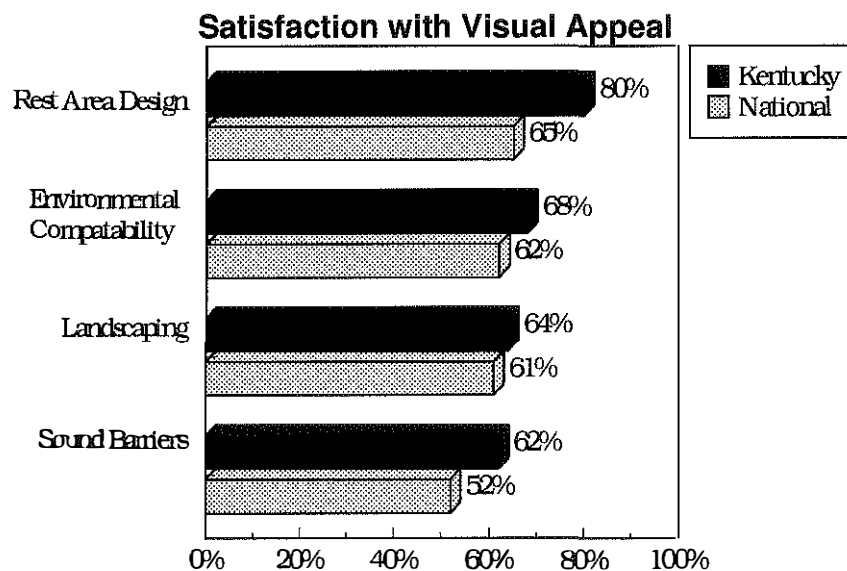
Each of the seven major highway characteristics measured in this survey is composed of several distinct attributes. Respondents were asked to rate their satisfaction with each of the attributes identified with a given characteristic. After rating the attributes, they were then asked to provide an overall rating of satisfaction with the characteristic itself. To eliminate question order bias, characteristics were presented to respondents in random order.

Following are the respective levels of public satisfaction with each of the major highway characteristics, where ratings of "4" (Satisfied) and "5" (Very Satisfied) are combined to reflect the overall percentage of satisfaction.

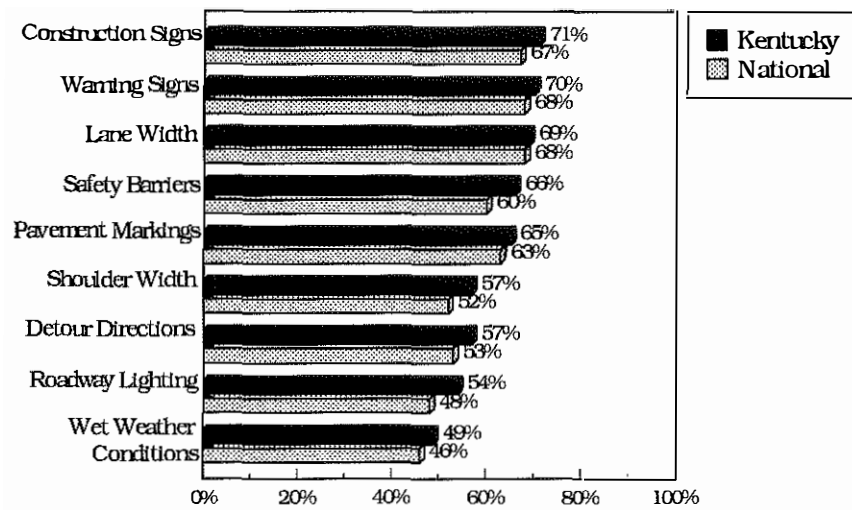
Satisfaction with Characteristics of Highway System



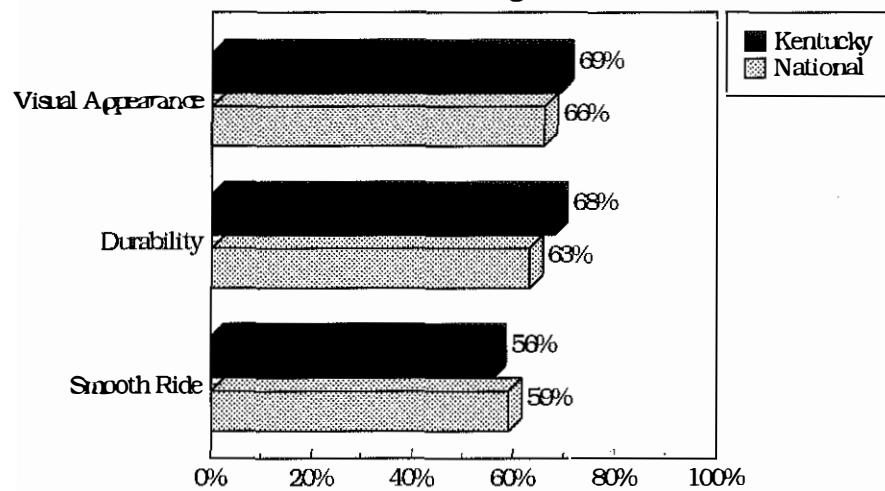
Following are the respective levels of public satisfaction with the attributes of each major characteristic.



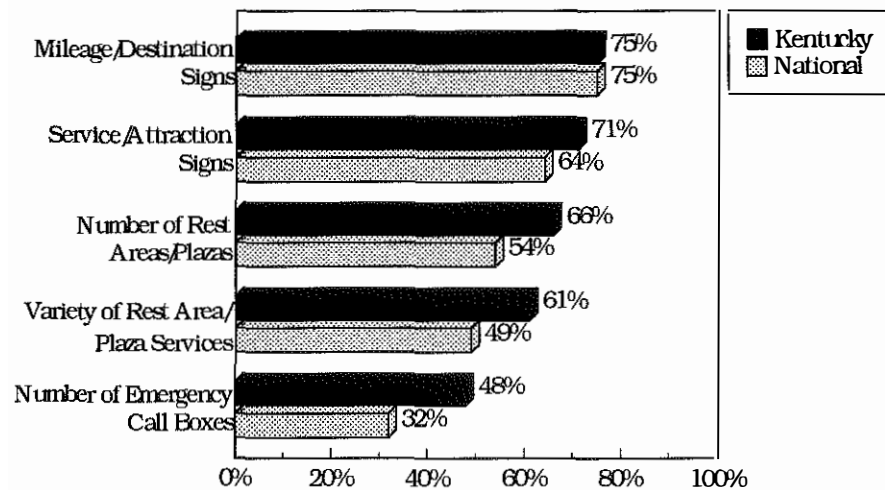
Satisfaction with Safety Items



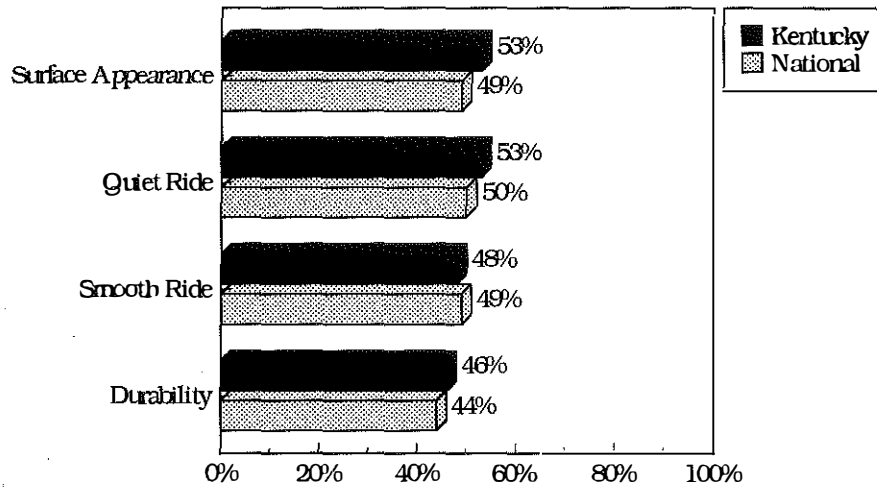
Satisfaction with Bridge Conditions



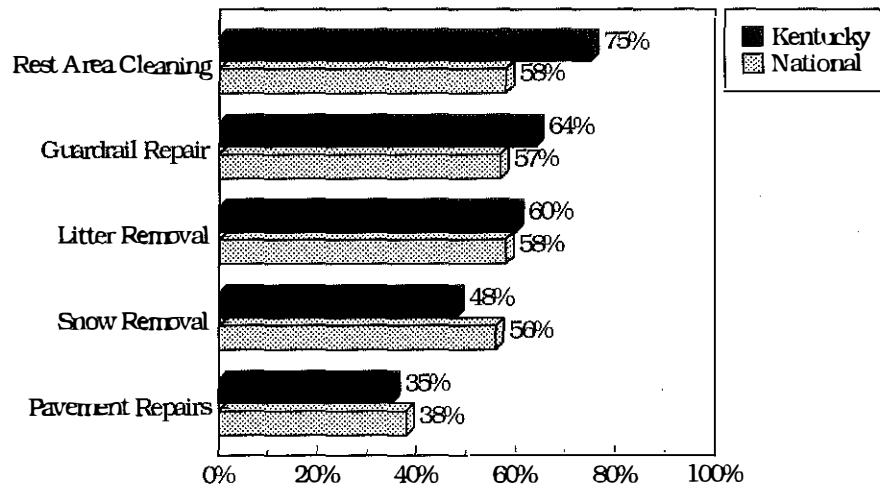
Satisfaction with Travel Amenities



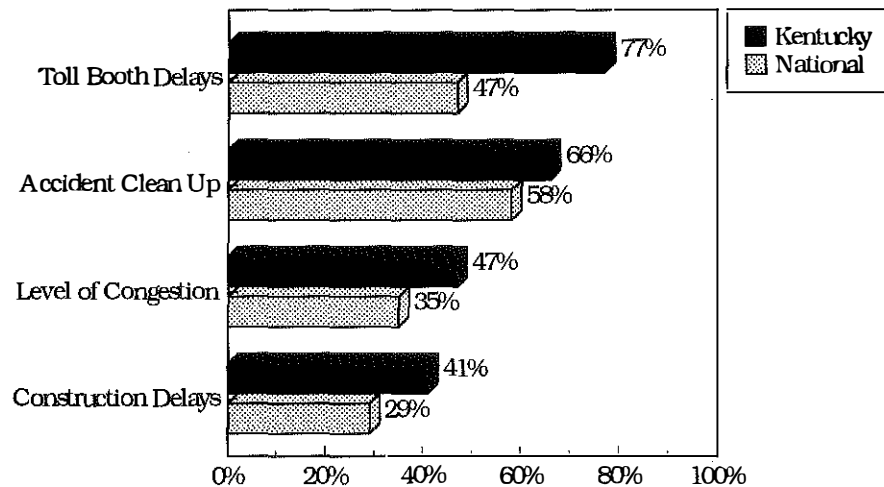
Satisfaction with Pavement Conditions



Satisfaction with Maintenance Response Time



Satisfaction with Traffic Flow



How Kentucky Compares to the National Average

Kentuckians' gave higher satisfaction scores for all seven of the primary highway characteristics. The most significant differences occurred with travel amenities, which resulted in a 12-point lead over the national scores, and traffic flow, which resulted in an 11-point lead. Of the 34 attributes tested, Kentuckians showed higher levels of satisfaction with all but five (snow removal [8 points lower]; smooth ride on bridges [3 points lower]; pavement repairs [3 points lower]; smooth ride on roadways [1 point lower]; and mileage and destination signs [tied]).

The areas in which Kentucky rated significantly higher than the national average included traffic flow attributes (toll booth delays [30 points higher]; and the level of congestion and construction delays [both were 12 points higher]) as well as attributes related to travel amenities. Questions concerning the number of rest areas, the design of the rest areas, the variety of services offered, and the cleaning of the rest areas all resulted in scores 12 to 17 points higher than the national average.

Priorities for Highway Improvement

Levels of satisfaction, while of value, do not provide sufficient direction in determining customer priorities for improving the highways. That is to say, it is not sufficient to look at the lowest levels of customer satisfaction and assume that those should be the focus of improvement initiatives.

Any good measurement approach must also identify the items that are of **greatest importance** to customers. Focusing on these items is most likely to increase customer satisfaction. The analysis of the results of the Kentucky survey involved three approaches to identifying public priorities:

- Asking those who participated in the survey to identify the characteristic deserving the most attention and improvement;
- Determining the priorities of survey participants by asking them to choose the most important characteristics among given pairs; and
- Examining the impact of the satisfaction score given for each of the seven characteristics on overall satisfaction.

Stated Priorities

Following the series of satisfaction questions about each characteristic and its attributes, participants were asked the following question: “Which **one** of these highway characteristics should receive the most attention and resources for improvement?” The list of seven characteristics was then read in random order. The following list of priorities was developed based on response to the question:

- Priority 1: Safety (33 percent)
- Priority 2: Pavement Conditions (30 percent)
- Priority 3: Traffic Flow (19 percent)
- Priority 4: Maintenance Response Time (8 percent)
- Priority 5: Bridge Conditions (5 percent)
- Priority 6: Visual Appeal (3 percent)
- Priority 7: Travel Amenities (2 percent)

Paired Comparisons

Participants were then given a series of two characteristics at a time and asked to select which of the two those who build and maintain Kentucky’s highways should concentrate on improving.

Analysis of the results of all these “paired comparisons” revealed that the respondents prioritized the characteristics in the same order as before with the exception of travel amenities and visual appeal trading places on the priority ladder.

- Priority 1: Safety
- Priority 2: Pavement Conditions
- Priority 3: Traffic Flow
- Priority 4: Maintenance Response Time
- Priority 5: Bridge Conditions
- Priority 6: Travel Amenities*
- Priority 7: Visual Appeal*

Derived Priorities

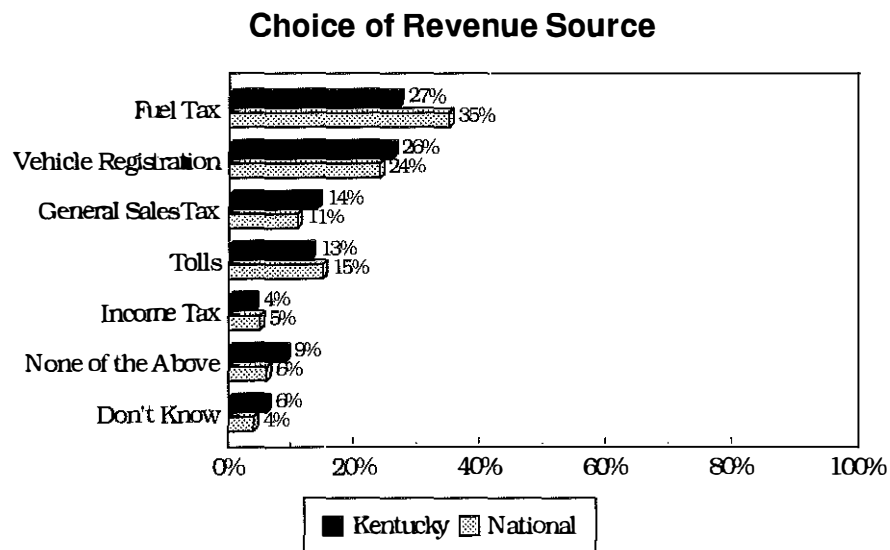
Finally, an analysis was conducted to determine which of the seven characteristics appeared to have the greatest impact on overall satisfaction. Using this method of evaluation, priorities shift around considerably, with pavement conditions rising to the top of the list.

- Priority 1: Pavement Conditions
- Priority 2: Safety

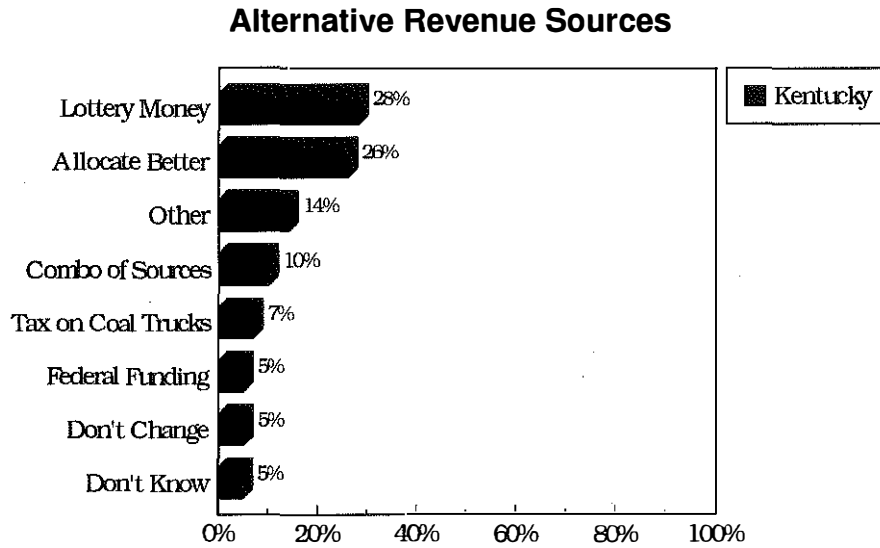
- Priority 3: Maintenance Response Time
- Priority 4: Visual Appeal
- Priority 5: Traffic Flow
- Priority 6: Travel Amenities
- Priority 7: Bridge Conditions

Public Support for Highway Improvement

When assessing satisfaction with any product or service, cost or value plays an important role in the evaluation process. It was, therefore, appropriate to include questions designed to illicit the public's opinion of current funding sources for Kentucky's highway system. The following question was asked of each participant: "Recognizing that highway improvements are funded by the general public, which one of the following revenue sources would you prefer be used for this funding?" The following table summarizes the responses at the national level and for Kentuckians.



Among those who said "None of the above," a follow-up question was asked, "How should highway improvements be funded?" The following table shows the responses offered.



Additional Findings

The previous section reviews the major findings of the survey; however, survey results can be further analyzed to reveal additional insights regarding satisfaction levels and driving patterns of different segments of the population. This section of the report presents some other trends that surface when analyzing the data.

Additional analysis can be achieved by referring to the cross-tabulated data included as an appendix to this report.

Profile of Respondents: Differences in Driving Patterns

Following is a summary of trends identified when reviewing the driving habits of various segments of the population:

Age Differences

Those aged 55 and older:

- Drive more for the purpose of shopping and errands and recreation than the other age groups
- Drive less for commuting or other work-related reasons than the other age groups

Location of Driving

Those who drive primarily in rural areas:

- Drive more for recreation than their urban counterparts

Those who drive primarily in urban areas:

- Spend more time running errands and shopping than do those who drive in rural areas

Gender Differences

- Males do more driving on Interstates
- Females drive more frequently on major two-lane highways

Characteristics of the Highway System: Public Differences

Following is a summary of trends identified when reviewing the differing levels of satisfaction among the driving public. Each of the seven characteristics measured in this survey is listed below with key demographic differences included for each.

Traffic Flow

- Higher satisfaction levels among those who drive on multi-lane highways
- Higher satisfaction among rural drivers
- Lower level of satisfaction for participants in the 3rd and 4th Congressional districts; higher in the 1st and 2nd
- Higher satisfaction among older drivers (65+)

Safety

- Lower satisfaction scores among commuters and those who drive on major two-lane highways
- Higher satisfaction among males than females
- Across the Congressional districts, the highest satisfaction occurs in the 3rd district and lower scores are seen in the 5th and 6th

Visual Appeal

- Higher level of satisfaction in the 1st Congressional district; lowest in the 5th
- Lower satisfaction scores among major two-lane highway users
- Higher level of satisfaction among the 65+ crowd

Travel Amenities

- Higher level of satisfaction among those who drive most for shopping and errands; commuters have much lower satisfaction scores
- Travelers of major two-lane highways gave lower ratings than those who usually drive the other types of highways
- 6th district respondents gave lower scores; 1st and 3rd districts fared much better
- Respondents 35-44 are much less satisfied than other age groups; 65+ group is the most satisfied

Maintenance Response Time

- Lower level of satisfaction among commuters and those who drive for work-related business other than commuting
- Lower satisfaction scores among those who drive major two-lane highways
- Respondents age 35-44 were the least satisfied among the various age groups and geographically speaking, the 4th district showed the lowest level of satisfaction

Bridge Conditions

- Satisfaction is higher among those who drive for shopping and errands than those who drive for other purposes
- Sports utility vehicle drivers are less satisfied than respondents who drive other types of vehicles
- 1st district respondents show a higher level of satisfaction than other areas of the state; 3rd district is lowest

Pavement Conditions

- Lower level of satisfaction among work-related drivers and those who commute
- Major two-lane highway drivers show lower satisfaction levels
- Both the 2nd and 5th districts experience lower satisfaction scores than the rest of the state
- Drivers age 35-44 are the least satisfied group among the various age segments

Respondent Suggestions

Survey respondents were offered an opportunity to comment on each of the characteristics covered in the study. The following remarks beginning on page 17 reflect the opinions of those who chose to comment.

1997 Kentucky Transportation Center Survey

What suggestion would you offer the Kentucky Department of Highways in order to improve safety?

Widen highways and shoulders.

Advance warning of construction.

There is a shortage of guardrail; replacement of guardrails.

Need more law enforcement.

Potholes need to be fixed to prevent wrecks.

Maintenance and lighting need attention, and some of the entrance ramps are too short.

Build a new road.

Smoother transition from roadway to bridges.

Repair Purchase Parkway.

Review design of the roads so that the problems with water drainage are eliminated.

Go ahead and make US 68 a four-lane highway. There is no passing area that is safe.

More police to catch the crazy drivers.

Congestion--need to add lanes.

Locals could do better with the roads to keep them in better maintenance.

Exit and entrance ramps need to be redesigned. They are too close together. I would suggest them being placed farther apart and the entrance ramp should have a separate lane so they can merge into the oncoming traffic.

Widen the lanes on two-lane roads.

Some autos are beside the road for too long. Some ramps have dangerous merging.

Roads are too "windy" and need to be straightened.

Need more lanes on the highway.

Do more repairs on the road.

Police officers need to check on all vehicles pulled over on the side of the road. A motorist froze to death in a stranded vehicle because no one offered him assistance.

Remove trees and shrubbery from in front of signs.

Police need to patrol area more looking for unsafe conditions.

More warning signs in some areas.

Do something about big trucks making grooves in the road.

More security at rest areas. More police patrol of trucks.

More highway patrol for drunk drivers, speeders, etc.

Increase the number of lanes and their width.

In construction areas, more safety measures should be taken.

Safety during travel times in construction areas.

Make barriers farther from lane.

Rural roads need widening and wider shoulders.

Need more signs before you hit the construction sites.

Keep a closer watch for speeders and drunk drivers.

Eliminate the brush that covers the signs and guardrails. Expand the width of the road. Need lines.

Some guardrails are dangerous and should be removed like places with no drop-off. High grass reduces visibility and safety.

Lane widths.

Repave the roads and put up guardrails.

Signs on curves.

On 58, fix bridge curve.

Widen and straighten the roads. Appropriate more money.

Need wider shoulders.

Pay attention to the people who drive on the roads.

Put up more guardrails.

The lines should be repainted more often than what they do now.

Better road markings and more reflectors.

The signs giving people directions should be more explicit to guide you for connections.

Need to widen the lanes and improve markings on the road.

Make the roads wider and straighten the curves.

The construction markings should be improved.

Fix the ruts in the roads. The barriers make the lanes too narrow.

Have a private road for the semi-trucks.

They should put down a smoother surface.

Straighten the curves on Highway 259.

Their on-ramps and off-ramps are atrocious (prone to accidents). The signs of the road are poorly marked. Need improvement on both. Also, on-ramps lead you to where a road narrows.

Business district and school zones need turning lanes and traffic signals.

Make the shoulders and lanes wider.

Repair the pavements a lot sooner.

Maintenance of shoulders and painting of stripes on pavement needs attention.

On state route 32, the pavement needs to be redone. Patching the holes is not enough.

They should put better markings on the roads.

Wider lanes on two-lane highways.

Have more cops on patrol on the interstates.

Widen the lanes on the two-lane highways.

Keep the pavement in good condition and the traffic signals working.

They should apply signs to prevent collisions when merging.

Put the signs above the lane, not to the side of the road.

Just a few more lights are needed on the by-passes.

The police should patrol more. Check on potential DUIs.

I like everything well marked.

US 27 and US 39 are too narrow. Making them wider would be an improvement.

Look at each travel spot where there are high fatalities as if their families are driving on it and correct the spots.

Keep people out there passing out tickets.

Stronger notations that the left lane is for passing only.

Replace entire roads, not just fill the holes.

Lot of roads with no shoulder. Make roads with shoulders. Blast enough rock so that all roads would have them.

Add another lane (maybe for turning).

When repairing a certain area they block off a lane two miles away. I think this is too far away to funnel off a lane. They should utilize their time better and not inconvenience the drivers so much.

Seems to be doing a good job.

Patrol for speeders to prevent accidents.

Better warning signs in advance.

Do construction repairs at night, not during peak traffic hours.

The roads need better lighting. They should put up caution signs warning of wet weather conditions. They should also install safety emergency phones.

Make it more reflective for the sides of the road and lane dividers.

More attention to repairing bridges. Use vents to keep water off the bridges.

On the off-ramps the lanes merge too quickly and too abruptly. They need to install more guardrails.

More lighting.

Widen the road and straighten it.

More law enforcement.

Straighten out curves.

More warnings where coal trucks pull out onto highways. Perhaps they could put up a caution light, not too near the pull-out.

More highway phone boxes.

They need to widen the roads, and like 1600, put up guardrails and add more lighting.

Widen the lanes and shoulders. Not so many winding turns.

Bigger signs and put the "No turn on red" signs directly at the intersection. Better positioning of signs.

Tear up a little, fix it, then move on. Repair in smaller areas.

Need more patrolmen.

Drivers stay at the speed limit! Don't drive too fast!

More lighting!

Add ridge on side of road warning of edge.

Need to spend more time in small town areas.

Better roads and more markings. Enforce the speed limit better.

Fix blind spots at intersections. Better warning and direction signs. Paint the lines better--they wear off.

Widen and repair the road.

Lower speed limits to 55 for both trucks and cars. More money for state troopers to stop speeders.

I-75 needs to be made six lanes.

On 119 South, white lines on side of road to make edge are needed.

Improve merge lanes.

More lighting!

There is one very bad area between #1135 and Tuniville bridge that is really bad. Needs work. Have a state trooper on the road on a more frequent basis.

Slightly wider lanes and wider shoulder area.

Upgrade condition of road.

Improve curves and struts off highway. Need more caution signs.

Widen roads, keep brush trimmed, install guardrails on steep areas. My daughter crashed over the side of a mountain with no guardrails.

To slow and control trucks (especially independent truckers). Separate speed limits for truckers, slower.

I think we have good highways.

Drivers go too fast; slow down traffic.

Cut weeds along the route and make sure pits and potholes are filled. Resurface the road.

More law enforcement.

Reduce the speed limit.

Install phones along the highway for motorists when they need help.

More law enforcement.

Option other than the concrete barriers that they use.

Straighten the curves in the roads.

Widen and make the road four lanes. Keep the trucks off the road.

More lighting.

Make sure the roads are paved well. Construction areas should be cleared as soon as possible.

They should improve rough shoulders and rough pavement.

Pave the roads more often.

More police to prevent careless drivers.

Maintain a level surface by keeping up the roads. This is a major problem in Eastern Kentucky.

We need more police traffic concerning speeding and unlawful passing of yellow lines.

Need passing lanes and curves straightened.

The roads in my area have so many problems that I can not think of one single suggestion.

They need to keep the roads better surfaced and elevate the curbs.

More lanes and turn around spots.

Pave roads when needed and not wait.

Crack down on drunk drivers.

Law enforcement for speed limit.

Convert major two-lanes to four-lanes.

Improve on secondary roads and that would channel traffic away from the interstate, thus minimizing potential accidents on the interstate.

Some type of divider place in medium to separate the traffic going in opposite directions.

Low shoulders; too much water on roads.

More safety lines and more repaving.

Dixie Highway needs relining. It is unsafe in its current state.

They need to keep the mud off of the interstate; consider wind conditions during dusty roadwork. While they are under construction, keep the lanes wide enough and allow some shoulder space.

Roads should be widened.

Slow traffic down on Versailles road.

Widen Highway 421.

More police patrol.

More lighting at intersections.

Get the engineers out to survey roads and devise ways to fix roads without costing too much of taxpayer's money.

Signs to let people know about curves, deer, etc.

Pavement repairs are a problem, especially the potholes. Need to make repairs quickly.

Potholes can cause accidents. Repair them sooner and don't let them go so long without repair.

Monitor speed of cars and also semis more carefully.

Emergency phones by roadside.

Needs to be paved. Rough areas unsafe. No construction in rush hour.

Need some way to summon help when you are stranded.

Repair the potholes and make the road smoother to drive on.

Slow people down. Enforce the speed limit better.

Could not think of anything. I am pretty satisfied with the highways in Morehead.

Quicker pavement repairs.

Put up more signals at ramps and remove lights that are too close together.

Monitor speeds, keep it at 55 instead of 85. I have problems getting in and out of driveway. Visibility problems.

They should patrol the roads more.

Make roads wider (either increase lane width or number of lanes).

Need more four-lane highways.

They should keep up the surfaces, signs posted, and more guardrails.

Increase lane width, very dangerous. Install shoulders (none there now), very dangerous.

Widen the roads, especially the shoulders.

No emergency phones on double AA.

What suggestion would you offer the Kentucky Department of Highways in order to improve traffic flow?

In my area, I-75 is excessively congested due to the business district and airport traffic. I don't really have a good suggestion, but they are looking into more creative ways to alleviate the problem. Maybe mass transit?

Get "malfunction junction" fixed soon--add new bridges.

Need better designs for exits, and there are no crossing ramps.

Need to do something to improve lights so they will be in sync.

More throughways to and from downtown.

Eliminate stop lights.

I think we need more lanes on the interstate because of the crowded conditions, especially around the cities.

Cut down on traffic. Have people ride the bus more often.

Separate lanes for semi-trucks.

Build another bridge over the Ohio River in downtown Louisville.

Exit and on-ramps should be longer. Some are too sudden and too short.

Decrease toll booth delays.

Plan construction better.

Add an extra lane on I-75 North in Kentucky.

Exits on and off the road are too close together causing traffic delays. They need to be redesigned.

Need more advance warning of construction and detours or other available routes.

More efficient removal of litter and other larger safety hazards such as tire retread.

Build another lane for trucks.

Lights at intersection of bridge in Monticello cause traffic backups.

Improve the off-ramps to accommodate a high volume of cars on 264 and state Highway 42.

Make sure trucks have somewhere to pull out--they need another lane or a merge lane--other people drive besides truckers. Update planning.

Widen the roads.

Widen the road and add more lanes.

Trooper response in congested area needs improvement. Rubber neckers need to get ticketed.

Add a third lane.

Add third lane to congested areas for passing.

Service roads ASAP. Don't wait until potholes appear.

Don't work on the highways when people are commuting to and from work.

Expand bridges and add more lanes.

The police could improve their methods of directing traffic.

They should make more lanes.

As in detour signs they should have better signs to direct you. Needs improvement. Use shoulders to get around accidents.

Stagger the times people get off work so that everyone does not get off work at the same time.

I-65 needs three lanes all the way from Elizabethtown to Bowling Green.

Put up red lights where businesses are. Clean up after accidents better.

Do construction work in a more timely fashion.

A little more attention placed upon construction sites in removing barriers more rapidly.

No problems, great job.

Keep the snow off the roads and keep them in good condition.

Attention to passing and no passing zones.

Put ripple strips on road prior to exit ramp at Hatcher to I-65 North to reduce speed and wake up truck drivers.

Not enough crossings into Indiana over the Ohio River.

Clear up accidents more quickly.

An additional lane instead of two. Need three lanes.

On 75 and 71 make more lanes.

Make the on-ramps longer.

Build more roads.

Maybe more lights on the parkway.

Have police out to keep traffic going at a good pace.

There are too many cars on the road. Good maintenance of roads. Do repairs at night.

Widen the street to another lane for easement of traffic.

Need around the clock working on construction to avoid delays.

Get freight back to rivers and R.R. and get 18 wheelers off the highways.
They are tearing up our highways.

Add more lanes.

The time of construction repairs is often at high traffic time. Keep one route open while doing construction.

Scheduling repairs 8pm-8am.

Increase roadway.

More improved roads.

More law enforcement.

Too many semis and log trucks, too fast, slow down.

Cut down the speed limit to allow traffic to change lanes better.

Too much congestion from construction at peak hours.

They ought to slow the drivers down or get them off the road.

They should give us more workers at tollgates.

Enforcement of speed limit.

US 68 straightened and widened with more passing lanes. AA Highway needs more passing lanes.

Better ramps, too close to each other.

They should put scales to weigh the trucks on highway 6880 off I-24.

Do more analysis of greater congestion as to possibly adding more lanes to ease traffic.

Widen Route 1--it's too narrow--and add lanes.

Construction causes traffic congestion especially during rush hour.

Stop construction during rush hour traffic.

Newburg road is especially bad. Give better notice of changes, sooner and from a greater distance.

Stop construction during rush hour traffic.

Have more four-lane highways instead of two-lane highways, and forget about the three-lane highways altogether.

They should build a bridge between South Indiana and Louisville.

Add a regular passing lane.

Have one large highway put in.

Increase the number of lanes and widen them.

They are already in the process of adding new lanes to the road which would be my suggestion.

Widen roads near towns and cities.

Alternate construction areas, so they are not working all over at the same time.

Complete construction on I-75 South.

Move exits to interstate; more exits to by-passes.

Lights in sync better.

They should have exits A and B replanned in order to prevent accidents.

Raise speed limit.

Improve the flow of traffic on the interstate by building another lane.

Keep up the good work.

Control speed. Better enforcement by police on speed limit.

Work on roads after rush-hour traffic.

They need to slow down traffic flow.

More lanes. Should make more four-lane highways.

More distance on the access ramps.

Less emphasis on aesthetics. More physical.

What suggestion would you offer the Kentucky Department of Highways in order to improve pavement conditions?

Better response time in keeping up repairs, especially around bridges.

More improvement in snow removal; by that I mean the quality of the job being completed.

Keep potholes repaired.

Quicker response following winter season in making repairs.

Tennessee roads are smoother. Kentucky patches too much. They need to go ahead and lay a new road.

Different type of surface.

Use better materials. Every winter, the roads are torn up and need repair--again.

More frequent maintenance and repair.

New Circle needs to be completely repaved and needs to be a six-lane highway.

Need to be repaired, especially toll roads.

Make the roads wider.

They should work overtime and work faster.

Limit weight on coal trucks; more spot checks.

Need faster response on pothole repairs.

Fix seams between bridges and roadways.

More work on worst areas first regarding repairs.

Fill in holes quicker and adequately.

Fix potholes on bridges.

Improve pothole repair in winter.

Quit thinking and talking about the roads and just fix them.

More patching and repair of pavement.

They need to get out there and pave the roads. They are not doing enough.

Make repairs smoother.

Need to work on roads more often instead of waiting and doing it every two or three years.

Widen the roads.

More frequent check of the highways for potholes.

Too many potholes. Road should be wider and needs fresh, bright paint lines.

They should check roads more often because they have too many bumps and lumps.

Use lottery money to fix highways.

Better inspection of contractor's work.

They should repair the roads more often.

Don't spread cinders and gravel in wet weather.

Repave the road even though new ones are being built.

Do the best they can with repairs.

A total concentration by the DOT to check the weight of local and interstate trucks, especially those which by-pass weigh stations.

Better repair quality.

Fix the potholes more adequately instead of patching up for a quick fix.

Make better, smoother patches.

They should fix the holes in the roads.

Fill the potholes.

Roads and shoulders should be wider.

Should use better quality of asphalt on the roads.

They should pave the whole road instead of just patching them. Do a better job from the start.

Fix the potholes quicker because trucks make them worse.

They should do a better job of patching.

Fill the potholes.

Try to use a reflective type of strip that is visible in fowl weather.

If I was the governor, I would hire people.

Do all they can do and just get it fixed.

Two-lane road is like new, but other areas are in bad need of repairing.

They should widen the lanes of the road.

They should fill in the potholes.

Keep roads repaired. Especially the potholes.

Quicker repairs. Pay more attention to road conditions. Don't do what isn't necessary.

Resurface I-64 from exit #48 to exit #58.

To repair the ramp 65 going to exit 64 in Louisville.

Repave; doing it now.

Bumps and potholes on interstates.

Make repairs to the pavement more quickly.

Too many break offs in the road from big trucks.

Research more before building highways.

Teach the workers who remove the snow how to remove it properly so that they don't tear up the roads.

They should repave more often.

On- and off- ramps need improvement, as do access roads.

Too many holes in the road. Need to pay more attention to paving the roads.

Pave roads and fix potholes.

Do something about seams.

Resurface the road to make it smooth instead of patching.

They need the yellow lines on the shoulder of the road.

Hire more engineers.

On 293 North, the pavement needs serious repairs.

Resurface large area rather than just patching spots.

The roads aren't wide enough for night driving.

Should be paved or fixed more often.

Patches don't last long enough.

It takes too long to fill up potholes and the potholes are ruining the suspension on my truck.

They should use more concrete and less asphalt.

They should concentrate on slips on state and rural highways.

They should hire more workers to maintain the roads.

They should pay more attention to the pavement problems and not ignore those potholes.

Keep resurfacing like they are already doing.

Get more quality control in the people you hire.

Resurfacing: If you start somewhere, then stay with it until it is finished.
Don't quit on it.

The entrance and exit ramps are too close together, especially at bridge overpasses. There are too many stoplights in town. "Bridge ices before roadway," sign is grammatically incorrect. Repave the potholes, and get guaranties on the contracts to keep the roads smoother.

Do something about overloaded trucks.

Some areas are in serious need of paving to improve the smoothness.

More consistent, smooth repairs and less patching.

They should make sure that there aren't any potholes.

Trucks damage roads and make ruts in the pavement.

Not sure about calling load weight on coal trucks, but should compensate somehow for their use of the road.

Tear one road up for repairs and then don't allow tri-axle trucks to drive smaller (older) roads. They tore up the road near my house badly.

Fix the potholes more rapidly and pay extra attention in the winter.

When they are patching they are not doing it correctly. They are not fixing it permanently.

More frequent repairs and do them at night.

More frequent resurfacing.

Try to reduce delays.

More inspections.

Recap or resurface it. Level it to get rid of pits.

Need to finish resurfacing on Bluegrass Parkway.

Don't let it get so rough before they get around to it again.

They are not sloped right. Heavy rains pocket water. Also too many sand drifts.

Several places on new road are real rough and need to be seen to.

Use tax dollars more wisely. With all the taxes we have to pay for roads, it is ridiculous how poorly our roads are kept. The government should stay out of the road business, it should subcontract out to private industry. California has tried this and it works.

More repairs.

Willing to pay tolls on Western Kentucky Parkway for improvement.

Snow removal not adequate.

Repave more often.

Resurfacing recently did not hold up.

Keep on top of maintenance of the roads.

Work harder on improving pavement. It takes too long to get potholes fixed.

Consistent schedule of paving to even out repairs.

They have been working on this road for over three years. They need to speed up this process. The bridge should be closed down.

More paving at night opposed to daytime.

Repair the potholes.

Keep the roads in better shape.

Need to have resurfacing done.

Get a better contractor.

Roads should be paved more often.

Improve the quality of spot repairs.

When things are reported please fix them and not ignore requests.

They should repair dips and potholes.

Finish the paving and resurface Route 70.

Faster response time when we call in to report a problem.

Get someone to drive around, look for holes and fix them.

Build a new bridge for 264 and 65 at the east end of Louisville.

Need to inspect potholes more than they do currently.

Keep working at it, no real problems.

Make the roads wider. They are too narrow for trucks.

Snow removal in winter.

As soon as the state finds out that repairs are needed, they need to begin working on them.

Have more road crews watching for potholes.

Repairs need to be done better so they don't have to be done again so soon.

Smooth out pavement especially around the construction areas.

When patching, make it smoother and more sloped.

Redesign West Kentucky Parkway to remove hump in middle to prevent water damage.

They need to repair potholes in the first stages before they get worse.

On Highway 41A, there is a 4-foot wide area running down the road all the way through my side of town that has a depression left from a sewer installation that should be repaired. It is very rough and presents a safety hazard as well as a threat to people's vehicles.

Drive the routes I do; North Kentucky area needs pothole patching and smoother bridge approachments.

Fix the potholes quicker. Schedule maintenance during off-peak hours.

Need more concrete not blacktop.

Take care of potholes; dips and rough spots.

Road surface work should be completed more quickly.

Need more money for more work; potholes and repaving.

I don't know what they can do about preventing those potholes in the road.

Raise the speed limit.

Quicker repairs of potholes and cracks, especially I-71 and I-64.

They should have workers on the highways checking for repairs and potholes.

Mt Washington area (Hwy 44) has lots of potholes and some of them have been there for years and still haven't been fixed. They also need to mow more frequently.

Fix the holes before your whole car falls in. I have hit potholes really hard at times and it feels like your whole car is going to fall in.

Roads don't seem to last too long. Concrete breaks up quickly.

Eliminate the potholes.

They should repave the roads.

Wait too long to begin repairs. Makes problem worse and more expensive.

Don't go with the lowest bid every time. Pay more to get better quality.

Switch to asphalt; should have built it right first. Went after cheapest price in bid procedure. Should invest in quality and save money in the long run.

They should be more aware of the pavement conditions.

Do a better job repairing the holes. Make repairs that last.

Half the highways are unsafe if you are on a motorcycle.

Need to pull the ditches more. Put in bigger drains. Make bridges even with the highway.

They need to do a lot more maintenance work in between good spots.

More efficient use of what they have got. Make better use of manpower (ex: one or two workers and five or six watchers).

Fill up the chuck-holes and fix the roads before bad weather starts.

Roads need to be built up in the middle so that the water can't stand.

They should fix the roads.

Fix Western Kentucky Parkway! Potholes dangerous and damaging, especially from Leitchfield to Green River Parkway.

In Rowan County, straighten Route 32 out (close to Wagoners Corner and Elliotville).

Fill in holes and cracks.

While they spent money to improve the shopping district, (WalMart) they neglected the real business district. Potholes have been there for six months and are very damaging to autos. It seems unfair to neglect one side of town for another. The repairs are not professionally done either.

Highways need to be resurfaced and need more safety on pavement.

Fix them right the first time, don't just patch.

What suggestion would you offer the Kentucky Department of Highways in order to improve bridge conditions?

Don't take so long to make repairs.

Faster building of the bridges.

Fix gaping potholes.

In Shepherdsville area, roads are slick in bad weather and rough.

Reduce congestion on I-65 bridges. Upgrade old bridges.

Work on them.

More maintenance.

As the bridge meets the road, there are chuckholes.

Reduce bumps on bridges.

Have more warning signs or change structure material.

Improve on the bridges and their smoothness.

They should release the money required to improve road conditions.

Widen the bridges.

Smooth out the pavement where the bridge and the road connects.

Try to repair the bridges more quickly.

Level the road up with the bridge so that the ride is smoother.

The seam between the road and the bridges are uneven and rough.

Build more bridges on the east-end and downtown.

Complete bridge.

Five bridges and the last two are the worst, not smooth. They sink down and need to be level. Bump up and down.

Maintain bridges and pavement better.

They need another one for my area.

Bridge and pavement connecting are bumpy.

To make sure they are safe for traffic and support weight to travel on.
Should also be maintained better.

When you are coming off the bridge to regular pavement there is really a bump. They need to smooth these bumps out.

More guardrails on bridges.

Make them more durable.

What suggestion would you offer the Kentucky Department of Highways in order to improve visual appeal?

Plant more flowers and trees.

Mandatory civic clean-up day for everyone. Pass law for prisoner clean-up crews on the roads.

Put signs a greater distance from exits.

Mow more often.

They should mow median and right-of-ways more often because you can't see over them and it is very dangerous.

Need a sound barrier on Snyder (265). Plant more trees that will live. Use indigenous trees and shrubs.

Not having concrete business along the highway and a lot of litter from fast food markets.

They should model their trash pickup after Oklahoma.

Pick up the trash before mowing.

Fine people when they catch them littering.

Maintain and keep the roads scenic.

Could mow more frequently.

Grass should be cut more frequently.

More pine trees.

Would like to have no additional billboards and would like to have wildflowers planted.

Need more wildflowers.

What suggestion would you offer the Kentucky Department of Highways in order to improve maintenance response time?

Get repairs completed more quickly.

Improve the attitude of the law enforcement! Need to keep traffic flowing.

Shoulder needs to be more level with the roadway.

When repairing pavement, put down a thicker layer so that you won't have to repair again so quickly. It will save time and money.

In the mountains, when they build roads they should use thicker and stronger blacktop.

Alert people regarding the condition of roads, especially in winter (radio, TV, etc.). Promptly remove snow and treat with salt. Need highway departments in counties.

I realize that part of the problem is the rocky terrain which makes maintenance more difficult than other areas, but it still needs improvement.

Need more crews and more people working on them.

They need to mow the grass on the sides of the road better.

If they can't do any better job, then they should send the people up to Minnesota to improve on snow removal.

Need to vastly improve quality of their lighting maintenance.

Better snow removal.

Grass and weeds are high.

Be more prepared for hazardous conditions.

They could respond much sooner to the road conditions.

Highway 220 needs to be wider.

Don't do work during rush hour.

They should buy more snow plows or hire more people to drive them.

How can I report problems on the road? Need to do more than temporary repair of ramps on JFK bridge I-65.

There seem to be a lot of workers standing around watching, instead of working.

Need to repair the road.

Concentrate on pavement.

Sometimes they don't remove my snow. They need to remove everyone's.

Lot of roads need resurfacing.

When the weather is bad, be there to take care of the road when it needs it.

Devise a system for reporting accidents quicker so appropriate persons can get to the scene quicker.

Make the road wider overall.

Just stay on top of things.

Quicker response time.

Check the road more frequently for potholes and such.

Make sure in the winter, the coal haulers in Western Kentucky take it easy on the roads, so that they don't cause ruts in the road.

Concentrate on guardrail repair and light pole fixing. Shrubbery should be replaced when damaged.

It needs to be quicker.

Hire more people to work on the roads.

Buy snow removal equipment!

Appoint evaluator to check all roads. For example, hire one person for every five counties.

Use both lanes on weekends at construction areas if possible.

Magistrates should get the job done and be responsible for responding faster.

Too long between when the problem occurs and the time it is fixed.

Work 24 hours a day, seven days a week on construction projects.

What suggestion would you offer the Kentucky Department of Highways in order to improve maintenance travel amenities?

More rest stops; closer together.

Need more rest areas. Also better designs for RV camping.

They could put up rest areas on the two lane highways.

Move to Florida.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Upgrade roads in Northern Kentucky area to make traffic flow and safety not a problem.

Regarding Loren Collins Road--dug out and dumped rock and left drop-offs; it needs attention (located off 55).

In my area, the roads are pretty much satisfactory, although there is always more room for improvement.

Highway advisory stations are so garbled and hard to hear that they are effectively useless. I don't care if they are there or not because of this.

Need to do something besides just repairing the potholes.

Western Kentucky Parkway has a bad problem with water planning.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

I-65 in Kentucky is the worst maintained highway from Louisville to Atlanta. I base this remark on 30 years driving experience.

They do what they can.

Have seen major improvement in highways over the years. Need to invest in better and more durable materials for the roads.

Some state roads are too curvy and narrow.

Construct highways instead of studying them. Finish highways instead of letting them sit unfinished.

Trucks are too intimidating. Overnight stays at rest areas are important. (Respondent drives an RV.)

There seems to be a lot of construction on the freeways this year.

Gene Snyder is extremely treacherous in bad weather.

Overall, everything is OK.

I-75: improve traffic flow during construction time.

Much better in Kentucky than in California, especially congestion.

I wish Frankfort would recognize our area more (Boone County).

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Better bridge conditions are needed.

Fix potholes and widen the roads.

Governor Jones should have driven this highway two weeks in a row; then maybe the road would be made safer. (Reference to US 68)

I-64 needs pavement work--has too many holes in the road.

Interstates are fine; rural roads need widening and straightening.

In my opinion, it's OK.

I-75 around Corbin and Williamsburg is in bad shape; across the Tennessee border, it is much better.

I would like to see more state police on the highway.

Generally speaking, the interstates are in good shape.

Could improve the lighting around the Ft. Mitchell area.

Need more access for trucker rest areas. Highway 60 needs more guardrails in areas and potholes need repairs. Also need better reflectors to show curves (area north of Irvington).

Quicker repair of highways.

Spaghetti junction in Louisville needs another bridge before something bad happens.

Someone needs to take responsibility for Highway 219; either the state or the county because water stands over the road and in my yard. This needs immediate attention!

Construction projects take too long.

I am happy with the highway except the shoulders are too low. Also, truck drivers are not necessarily good drivers--they should have separate routes.

Wish trucks would stay in their lanes.

I hope they're not doing this survey to get more money out of taxpayers.

I wish they would do something about the pavement. It is like a mirror. They should put reflectors back in the road.

Police should watch trucks more closely. The roads need better drainage; rain floods the roads quickly and causes hydroplaning. More warning signs are needed--around schools, etc.

They do a great job!

Most roads are very beautiful and they are nice and clean except when you get close to downtown Louisville.

I'm satisfied with Kentucky highways, in general. Major two-lanes, in particular, could be better, but aren't bad overall.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

We could have better highways with the money that is spent.

Just make repairs smoother.

It will be very helpful to have an east-west interstate in Kentucky.

Safety is most important.

Interstates look nice but so much of that doesn't apply to the roads I drive daily. Often farmers mow the side of the road or plow the snow in winter.

Work on not wasting money.

Widen old roads and repave them instead of building new ones.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Ratings were for Paris Pike. I'm more satisfied with other roads.

Some welcome centers in Kentucky are embarrassing compared to other states. Signs need to be refurbished or replaced. Continue resurfacing projects.

The roads in Corbin are not in good condition.

Stop the spraying of herbicides along the right-of-way. State workers should be used instead of independent contractors for road work.

Put the toll booths back on the parkways. Need repair for more than two lanes.

I'm encouraged that they are doing a survey on it and I hope they act upon the results.

Too many electric signs.

Roads are too narrow; no shoulders; not enough signs.

Problem with potholes.

Bridges must be better maintained.

More regular mowing on the shoulders for improved safety.

They are in need of repair.

Repairs take too long.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Need sound barrier or more trees! I used to live in the woods and then they built (265) Snyder!

The secondary roads are too small.

The interstates are pretty good. Tolls need to be used more to pay for roads.

The lines down the middle of the roads need to be brighter, especially in the rain.

Improve the time it takes to maintain the highways.

Bridges need to be completely redone, not just patched. Maintenance of brush needs to be taken care of. Need to repair during low traffic periods.

All of the two-lane highways should have the white line on the sides plus guardrails and culverts.

Roadways not mowed hurts the look of Kentucky. I don't like the adopt a highway litter program: a) Dangerous b) Should use prisoners for cleanup. c) Salaries of workers already paid for.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Watch for loose debris. Blacktop edges.

Two-lane highways are too narrow. Lower the speed and add more signs.

I pay too much money in taxes for the roads to be in such bad shape. They should be maintained better than they are.

They have made great improvements in this area in the last two years.

Mow the medians.

Need a turnoff at Green Wilson Road on 127S in the south-bound lane.

I don't have that many complaints except for the bridge leading across into Indiana.

I will be glad when the overpass is completed.

Pretty satisfied.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Pay attention to what the drivers tell you.

Taxes should be used to repair highways. Please use money correctly.

The highways are very well maintained.

Repair Western Kentucky Parkway.

Don't work on roads during rush hour.

Stress the safety factor.

The lottery money should be used for general road purposes.

Should clean up debris left behind from trucks, and after the big flood.

For tourists, restroom facilities should be improved.

Don't raise taxes.

Route 23 needs a stoplight and warning signals near the Prestonsburg Community College. Need more law enforcement patrolling the area.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Taxes in Kentucky are too high. If all the state gas taxes actually went to roads, Kentucky would be highway paradise.

Roads are well maintained.

Great job!

Special care to roadways along waterways.

Letcher County needs a lot of work.

Put their money to good work.

In comparison to Ohio, Kentucky has more weigh stations and does a better job than Ohio.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Keep the toll roads on the Bluegrass Parkway open. When they close the tolls the roads are not well maintained.

In general, they are very good. The only problem I see are the on-ramps and markings. Also, anytime there is an accident, or they are repairing the road, they stop you rather than have you merge into a smaller number of lanes.

I would like to see the men working on North Highway 231 putting the time they spending standing there into more production and energy.

They need to do a better job with traffic during construction. In Bowling Green, during the month of June, they did a poor job concerning traffic.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

They can do a better job than they are doing now.

They repave expressways before they become ready for use.

The state should use more of the commonwealth's funds for my area.

Problems with merging on interstates.

The ramps need to be longer.

We have good roads in and out, but most everybody leaves because there are no jobs.

The ramps should be longer to get on the road as well as those to get off.

Do a better job of maintaining state highways.

I-64 is in bad condition. Connector #32 needs clearer marking at WalMart.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

I want them to be better.

I am pretty happy with Kentucky's highways, but was more impressed with other states. When it rains, it is hard to distinguish the lines of the lanes.

We need additional funding for road improvements, safety, and traffic flow for rural areas.

Get people to mow the grass so visibility would be improved.

Moving violations on the highway should be enforced more. For paving jobs, do not allow the lowest bidder to automatically win the job, because they may do a terrible job.

No, except for maintenance time on highways which needs improvement particularly the Western Kentucky Parkway.

Kids taking signs down are a problem in my area. Go after them and make them aware of how dangerous it is. Need harsher penalties.

I think our 33.3 cent gas tax is not being used to our advantage. Gene Snyder (I-265) repair is hurting the secondary roads. Sand and gravel is all over the place and the road is a hazard. I would like this survey to be made public.

I am very pleased with the mowing situation, (it is closer to the road this time). Leave lots of trees along the side of the road for shade to make it cooler.

Traffic delays are terrible on holidays, especially on I-75; I can not handle the traffic! The repairs are aggravating.

KDH is doing a good job. I have no real complaints.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

They are doing a pretty good job. I am 85 years old and I can still get around pretty good.

Do construction at night.

Derby time brings extra attention to roads. Upkeep should continue afterwards. For example, keep mowing the grass.

Would like to see smoother sooner.

Build the bridges and repave WK Parkway too. Too rough and too many holes.

Our highways are extremely valuable to the state for attracting business.

They have made good improvements over the years. Older roads and bridges need to be fixed first.

They need to do a better job with snow removal.

Need to crack down on speeding.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Get some judges that will do something about drunk drivers.

My scores on this wouldn't be so high if I hadn't spent so much time on other state highways (WV).

This is the first time I was ever asked these questions, I hope it does some good.

Fantastic job. Two-lane roads need to be widened and add guardrails.

Not from Kentucky or the USA. Kentucky natives need to use their signals and take more driving lessons.

When there is an accident often too many emergency vehicles blocking traffic unnecessarily. Emergency vehicles should communicate better with each other.

Need to look more into thoughtful design of roadways. Why use fill when they could use dredge ponds. Fixing one while destroying another causing high maintenance.

Litter removal is nice. Our Kentucky roads are better than some other states like Ohio and North Carolina.

Fewer commercial signs.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

I am a utility contractor and travel a lot. They do a good job except for fixing the potholes. They spend more money than necessary.

Government should make heavy equipment and trucks cover their cargo. They should also make heavy equipment clean up dirt off trucks so it doesn't come off and hit the vehicle behind them.

Improve upon the safety, esthetics, and structure of the roads.

Utilization of tax for highways is a tremendous responsibility, and more should be set aside and utilized for continuous upgrading of Kentucky's highways.

31 West is rough and needs repair.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

From here to Cottondale the roads need to be widened, but from there to Madisonville, they are pretty good.

I like the areas where they have planted wildflowers.

For this survey, I answered for Kentucky's interstates. I'm pretty satisfied, just work on safety.

Response time needs improving. Fix the roads faster.

The tunnel through the Cumberland Mountains needs to be modified for better traffic flow.

I believe that people who are incarcerated or on public assistance should be responsible for the upkeep of our roads in exchange for committing crimes or for receiving financial assistance.

Accelerate construction time.

More maintenance, not aesthetics.

The speed limit is too high on the interstate.

Repair the pavement quicker and faster.

Add more highways.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Speed limit should be raised to 70 mph on the four lane highway.

Overall pretty happy. Western Parkway needs work.

This is a rural road and semi-trucks use it. US 62 should be designated as a scenic road and larger trucks should be kept off.

Major roads are in pretty decent shape; minor rural roads need more attention.

Fine job.

Keep improving highways.

On Frankfort Pike I think the construction was done very poorly.

Plant more trees, plants, and flowers; and do less mowing.

I live near the Blankenbaker exit off I-64 and we get a lot of noise. I have requested sound barriers before.

Mow highway 90--overgrowth blocks view. Area near road collects water which draws mosquitos and almost drowned my dog. I have spoken to Mr. Nunn but no resolution.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

We need to get the trucks through the tollgate faster.

The maintenance should be focused on the bridges (either widen present ones or build another one).

During the winter, I wish the workers could get out earlier with the plows.

More effort to keep deer off the highway.

I-75 between Florence and Erlanger goes from five to three lanes too quickly. It is a mess and should be fixed.

Need to plant more wildflowers for beautification. Kentucky is starting to do this. Needs to do more.

Replace center line reflectors. Visual appearance should not take precedence over keeping highway safe and well repaired.

Need more traffic enforcement. Reduce speed to 55 and keep it there.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Fair job.

WK Parkway rough around Muhlenburg City and needs to be worked on.

Paris Pike most dangerous in Kentucky. Highly traveled and too many trucks.

If roads are in good repair, that is good highway preventive maintenance.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Clutter in west end of Louisville.

Stop wasting money on three-lane highways.

Smooth the roads under the overpasses so the top of my truck doesn't hit the top of the overpass too much.

Build a bridge between Louisville and Jefferson, Indiana.

Damage caused by coal trucks should be repaired more quickly. Eastern Kentucky needs more four-lane roads. Mt. Parkway should be entirely four lanes. It is good what has been done with Highway 23.

Pay attention to the pavement bumps at bridge joints.

US 421 needs to be modernized and the curves straightened. It also needs passing lanes.

Harlan County in Eastern Kentucky has the state's worst roads and something needs to be done.

Why can't they use the money left over from the general fund?

They have a lot of room for improvement in Eastern Kentucky.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

A lot of two-lane roads need work. The blacktop is worn out and the shoulders need improving.

Shoulders drop off too quickly.

The entire Western Kentucky Parkway needs to be resurfaced. Signs need to be placed to warn motorists about the poor road conditions. Some areas even need to be closed off.

More lights and more law enforcement.

Off-ramps are congested. No traffic control on by-pass in Winchester. They need a study done in Winchester.

Safety needs to be looked into regarding large industrial trucks.

They need more speed limit signs on the roads,

I want to move to Florida.

Pavement needs work.

We are getting a by-pass that is nothing but a haul road for coal trucks and we don't think our taxes should pay for it.

Better supervision of contractors on construction sites regarding placement of barriers and traffic flow.

Spend my money on pavement.

More money to county for roads.

274 needs additional lighting.

I don't think they should do construction on adjacent roads when working on interstates.

Local police and other agencies should be helping report maintenance problems since the highway department doesn't always find out about them soon enough.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Pretty satisfied; driven in worse areas (like Louisville). Growing area, doing best they can, always working to improve.

The maintenance of snow removal and potholes in the roads could be repaired quicker.

Bell's lane area eastbound holds water. There is always a wreck there when it rains.

Secondary roads should not be ignored. They need attention and repairs too.

More law enforcement.

Clean roads better and have signs to restrict usage on some coal trucks.
Put up more courtesy signs and guardrails.

Very pleased with the work done so far. Complete the road from Lebanon to Perryville. Build a good road from Lebanon to Hodgenville.

Keep the roads smooth.

There should be more enforcement of the speed limit.

Pretty good roads in Kentucky. We are ahead of most other states.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Important to monitor trucks on the road and their behavior; speed and lane changing.

Finish this bridge!! In the winter ill prepared for hazardous conditions, school closings, etc. Too slow to fix potholes in the spring.

One stretch of shoulder was out for six months. Shoddy cosmetic maintenance. Audubon Parkway poorly built; Bob Green did a poor job; poor foundation. Too wavy, asphalt should be smoother. Too expensive--\$1.00 from Owensboro to Henderson. Other state parkways are much less expensive.

The police should monitor the highways more intensely.

Need more rest areas on the Western Kentucky Parkway.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Increase the speed limit.

Cut down on calls to poll drivers for highway improvement.

Hancock County's roads much better. Snow removal in Breckinridge County; solar powered (let the sun melt it!).

Need to fix the highways as they are in bad shape. There are several chuckholes and the surface is deteriorating. Sometimes it is worse after they fix it. They don't level the chuckholes.

Bring back toll booths.

Would like to see repairs done sooner. Instead of putting up barriers and waiting two or three weeks before they start.

Not concerning the interstates, but the concrete and stone mailbox structures are too close to the pavement on secondary roads.

Need to use manpower more efficiently. The highway department is the worst run department we have. There are a lot of bad attitudes: "We don't make much, but we sure don't do much either." That is a quote from a friend in the highway department.

Do something about the traffic on the bridge connecting Kentucky with Ohio.

Need to make the roads safer, especially in the mountains. Make the coal trucks carry the right load and slow down.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

Make bigger highways with more lanes.

Litter needs work. Need flowers.

I would like to see people use their turn signals more.

Takes too long to remove snow from secondary streets. Costs/bidding accountability more to community.

Improve snow removal removal time.

Very good pothole repair in spring. Like reflectors recessed into road so plows don't scrape. Like grooves on shoulders (alert to drivers).

Natural visual appeal is important.

Hire more people to fix the roads more quickly.

More reflectors on center.

More safety lighting.

I-264 is good. Kentucky highways in general would get two points lower.

Do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways?

(none)

Appendix A

Survey Instrument

C — complete (circle, date, initial)
R — refused
NA — no answer
B — busy
CB — call back
AM — answering machine
T — terminated (include reason)
DS — disconnected number

Leanna Hall
Research Manager
606-276-6114
(can call collect, 9:00-5:00 EDT)

Date: June 1997

9-1-(area code)-xxx-xxxx-wait for tone-272

Note: If you hear a second tone, enter 3-digit code again.

Hello, my name is _____ and I am calling on behalf of the Kentucky Department of Highways. May I please speak to the adult in the household 18 years or older who had the most recent birthday? (*IF ASKED READ: We ask for the adult with the most recent birthday in order to randomize the selection of people in your household.*)

Once connected:

Hello, my name is _____ and I am calling on behalf of the Kentucky Department of Highways. Our firm, Preston Osborne Research, has been hired by the University of Kentucky to conduct a brief study to determine satisfaction with our highway system and we would like to include your opinions. I'd like to begin by asking you a few brief questions. (*IF ASKED: This interview will take approximately 12 to 15 minutes.*)

1. Gender (*NOTE, DO NOT ASK*)
 - 1 Male
 - 2 Female
2. Questionnaire Rotation Code. (*NOTE, DO NOT ASK*)
3. First, are you a licensed driver? (*DO NOT READ LIST*)
 - 1 Yes
 - 2 No (*SKIP TO Q. 87—PAGE 18*)
 - 9 Refused (*SKIP TO Q. 87—PAGE 18*)
4. And in the past year, have you driven on **major** highways for either business, pleasure, or personal needs? By major highways, I mean driving on the interstates, parkways, other multi-lane highways, or any major two-lane highways. (*DO NOT READ LIST; IF ASKED: A **major two-lane** highway is any numbered highway which has **three** digits or less. **Interstates** are those limited access highways that connect two or more states and have route numbers printed on a blue shield.*)
 - 1 Yes

- 2 No (SKIP TO Q. 87—PAGE 18)
- 9 Refused (SKIP TO Q. 87—PAGE 18)
5. Do you use major highways for commuting to and from work or school? (DO NOT READ LIST)
- 1 Yes
- 2 No
- 9 Don't know (PROMPT)
6. Do you use major highways for work or business **other** than driving to and from your **work place**? (DO NOT READ LIST)
- 1 Yes
- 2 No
- 9 Don't know (PROMPT)
7. What about for shopping and errands? (DO NOT READ LIST)
- 1 Yes
- 2 No
- 9 Don't know (PROMPT)
8. What about for recreation? (DO NOT READ LIST)
- 1 Yes
- 2 No
- 9 Don't know (PROMPT)
9. (IF "NO" ON Q.5-8 ASK) For what purpose do you use major highways? (DO NOT READ LIST. TRY TO CLASSIFY THE RESPONDENT'S ANSWER INTO ONE OF THE FOUR CATEGORIES BELOW. IF THEIR RESPONSE IS VERY DIFFERENT FROM THE CATEGORIES BELOW, CLASSIFY AS "OTHER.")
- 1 Commuting to and from work or school
- 2 Work or business other than driving to and from your work place
- 3 Shopping and errands
- 4 Recreation
- # Other (BE SPECIFIC)
10. (IF MORE THAN ONE "YES" ON Q.5-8 OR MORE THAN ONE ANSWER ON Q.9, ASK) I need to talk to you about just one of these trip types. For which one do you do the most driving? Would it be:
(READ ONLY THE TYPES OF TRIPS RESPONDENT INDICATED IN PREVIOUS QUESTIONS)
- 1 Commuting to and from work or school
- 2 Work or business other than driving to and from your work place
- 3 Shopping and errands
- 4 Recreation
- # Other (BE SPECIFIC)
- 9 Don't know (VOLUNTEERED—PROMPT; IF STILL DON'T KNOW, SKIP TO Q. 87—PAGE 18)

11. Approximately how many miles do you drive on major highways in an average week for [TRIP TYPE]? *(IF RESPONDENT IS UNABLE TO ANSWER IN AN AVERAGE WEEK, ASK: Approximately how many miles would you say you drive on major highways in a typical year for [TRIP TYPE]? CHOOSE THE APPROPRIATE TIME FRAME, THEN ENTER IN THE NUMBER OF MILES DRIVEN.)*

- 1 Week
- 2 Year

_____ # of miles driven *(IF A RANGE IS GIVEN, RECORD THE AVERAGE)* 9 Don't know *(VOLUNTEERED—PROMPT FOR A GUESS)*

12. For the remainder of this interview, I'd like you to focus on the major highways you use most often for [TRIP TYPE]. *(IF ANSWER IS CHOICE TWO (2), YOU MAY SAY "WORK OR BUSINESS OTHER THAN COMMUTING")*

On which of the following types of major highways would you say you drive the most miles? Would you say:

- 1 The interstate highway system
- 2 Other multi-lane highways such as expressways, tollways, or parkways or
- 3 Major two-lane highways which would include any numbered highway which has **three** digits or less
- 9 Don't know *(PROMPT: I need to talk with you about just one of these highway systems. Which one do you have the most experience with? Would it be: READ LIST AGAIN. IF AFTER PROMPT, STILL DON'T KNOW, SKIP TO Q. 87—PAGE 18)*

13. Is most of your mileage on [HIGHWAY TYPE] in urban or rural areas? *(DO NOT READ LIST; CODE SUBURBAN AS URBAN)*

- 1 Urban/Suburban
- 2 Rural
- 3 Equal Urban and Rural *(VOLUNTEERED)*
- 9 Don't know *(VOLUNTEERED—PROMPT)*

14. Let's talk about your **overall** satisfaction with the major highways you use. Again, please focus on the [HIGHWAY TYPE] you use for [TRIP TYPE]. Using a 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**, how satisfied are you overall? Of course, you can use any number between 5 and 1 as well. *(RECORD NUMERIC RESPONSE)*
- 9 Don't Know *(VOLUNTEERED—PROMPT)*

Now, I'd like to discuss your satisfaction with specific characteristics of the major highways you use. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. If at any point a characteristic **doesn't apply** to the highway you drive, please let me know. Let's start with...

SAFETY

15. ...**safety**. How satisfied are you with the roadway lighting on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
16. Using the same scale of 1 to 5, where **5 means extremely satisfied** and **1 means extremely dissatisfied**, how satisfied are you with shoulder width? (*RECORD NUMERIC RESPONSE; IF ASKED: This is also referred to as a break-down lane or berm.*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
17. How satisfied are you with safety barriers such as guardrails or crash cushions? (*RECORD NUMERIC RESPONSE*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
18. With lane width? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
19. With warning signs? (*RECORD NUMERIC RESPONSE; IF ASKED: Yellow diamond shaped signs indicating changing roadway conditions, such as sharp curve, lane ends, narrow bridge, etc.*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
20. With construction signs? (*RECORD NUMERIC RESPONSE; IF ASKED: Orange signs indicating on-going construction.*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
21. With detour directions? (*RECORD NUMERIC RESPONSE*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
22. With pavement markings? (*RECORD NUMERIC RESPONSE; IF ASKED: Lines on the pavement separating lanes or indicating passing zones, and so on.*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)

SAFETY continued on next page

SAFETY (Continued)

23. With pavement in wet weather conditions? (*RECORD NUMERIC RESPONSE; IF ASKED: This encompasses your ability to see pavement markings, stop safely/skid resistant surface, and encounter minimal hydroplaning.*)

9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)

24. Thinking about the areas of **safety** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **safety** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)

9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

TRAFFIC FLOW

25. ... **traffic flow**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. How satisfied are you with the level of congestion on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
26. How satisfied are you with toll booth delays? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
- 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
27. With construction delays? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
- 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
28. With accident clean-up? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
- 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
29. Thinking about the areas of **traffic flow** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **traffic flow** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

PAVEMENT CONDITIONS

30. ... **pavement conditions**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. First, how satisfied are you with the smoothness of the ride on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT*)
31. How satisfied are you with the surface appearance? (*RECORD NUMERIC RESPONSE; IF ASKED: Absence of surface defects such as patches, rutting and ripples in the pavement.*)
9 Don't Know (*VOLUNTEERED—PROMPT*)
32. With the durability? (*RECORD NUMERIC RESPONSE; IF ASKED: Doesn't require frequent repairs.*)
9 Don't Know (*VOLUNTEERED—PROMPT*)
33. With the quietness of the ride? (*RECORD NUMERIC RESPONSE; IF ASKED: Absence of tire noise caused by pavement.*)
9 Don't Know (*VOLUNTEERED—PROMPT*)
34. Thinking about the areas of **pavement conditions** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **pavement conditions** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

BRIDGE CONDITIONS

35. ... **bridge conditions**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. First, how satisfied are you with the smoothness of the ride on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable—no bridges on route (**SKIP TO NEXT PAGE**)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)
36. How satisfied are you with the visual appearance? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)
37. With the durability? (*RECORD NUMERIC RESPONSE; IF ASKED: Doesn't require frequent repairs.*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)
38. Thinking about the areas of **bridge conditions** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **bridge conditions** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

VISUAL APPEAL

39. ... **visual appeal**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. First, how satisfied are you with the appearance of sound barriers? (*RECORD NUMERIC RESPONSE; IF ASKED: Appearance of walls alongside highways to block sound from residential areas.*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
40. How satisfied are you with the landscaping? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
41. With the design of rest areas? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
42. With the compatibility with the natural environment? (*RECORD NUMERIC RESPONSE; IF ASKED: The highway blends in well with the natural surroundings.*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
43. Thinking about the areas of **visual appeal** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **visual appeal** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

MAINTENANCE RESPONSE TIME

44. ... **maintenance response time**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. First, how satisfied are you with the litter removal on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
45. How satisfied are you with the snow removal? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
46. With the pavement repairs? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
47. With the guardrail and barrier repairs? (*RECORD NUMERIC RESPONSE*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
48. With the rest area cleaning? (*RECORD NUMERIC RESPONSE*)
7 Not applicable (*VOLUNTEERED*)
9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
49. Thinking about the areas of **maintenance response time** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **maintenance response time** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

TRAVEL AMENITIES

50. ... **travel amenities**. We'll use that same 5-point scale, where **5 means extremely satisfied** and **1 means extremely dissatisfied**. First, how satisfied are you with the number of rest areas or service plazas on the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED—SKIP TO Q. 52*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
51. How satisfied are you with the variety of rest area or plaza services? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
52. With the number of highway radio advisory stations that you can tune to for information about the area? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
53. With the signs for motorist services and attractions? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
54. With the signs for mileage and destinations? (*RECORD NUMERIC RESPONSE*)
- 7 Not applicable (*VOLUNTEERED*)
 - 9 Don't Know (*VOLUNTEERED—PROMPT TO DETERMINE IF IT IS APPLICABLE*)
55. Thinking about the areas of **travel amenities** we just discussed, using that same scale, **overall**, how satisfied would you say you are with the **travel amenities** of the [HIGHWAY TYPE] you drive on most? (*RECORD NUMERIC RESPONSE*)
- 9 Don't Know (*VOLUNTEERED—PROMPT*)

Next, let's talk about...

56. Which **one** of these highway characteristics should receive the most attention and resources for improvement? Would you say: (*ONE ANSWER ONLY; ROTATE LIST*)
- 1 Safety
 - 2 Traffic flow
 - 3 Pavement conditions
 - 4 Bridge conditions
 - 5 Visual appeal
 - 6 Maintenance response time
 - 7 Travel amenities
 - 9 Don't know (*VOLUNTEERED—PROMPT; IF STILL DON'T KNOW, SKIP TO Q. 58*)
57. What suggestion would you offer the Kentucky Department of Highways in order to improve [CHARACTERISTIC]? (*OPEN END; PROBE AND RECORD VERBATIM RESPONSE. REPEAT BACK RESPONDENT'S ANSWER. IF NECESSARY: What specific actions should those who build and maintain our major highways take with respect to [CHARACTERISTIC]?*)
58. Recognizing that highway improvements are funded by the general public, which one of the following revenue sources would you prefer be used for this funding? Would it be: (*ONE ANSWER ONLY*)
- 1 Tolls
 - 2 Fuel tax
 - 3 General sales tax
 - 4 Income tax or
 - 5 Vehicle registration fees
 - # Other (*VOLUNTEERED—BE SPECIFIC*)
- 97 None =====> 59. How should highway improvements be funded?
(*OPEN END*)
- 99 Don't know (*VOLUNTEERED*)

I'm going to read you the seven highway characteristics again, two at a time. Please tell me which of the two characteristics those who build and maintain Kentucky's highways should concentrate on improving.

60. How about:
- 1 Safety or
 - 2 Traffic flow
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
61. How about:
- 1 Safety or
 - 2 Pavement conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
62. How about:
- 1 Safety or
 - 2 Bridge conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
63. How about:
- 1 Traffic flow or
 - 2 Pavement conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
64. How about:
- 1 Traffic flow or
 - 2 Bridge conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
65. How about:
- 1 Traffic flow or
 - 2 Visual appeal
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
66. How about:
- 1 Pavement conditions or
 - 2 Bridge conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)

67. How about:
- 1 Pavement conditions or
 - 2 Visual appeal
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
68. How about:
- 1 Pavement conditions or
 - 2 Maintenance response time
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
69. How about:
- 1 Bridge conditions or
 - 2 Visual appeal
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
70. How about:
- 1 Bridge conditions or
 - 2 Maintenance response time
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
71. How about:
- 1 Bridge conditions or
 - 2 Travel amenities
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
72. How about:
- 1 Visual appeal or
 - 2 Maintenance response time
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
73. How about:
- 1 Visual appeal or
 - 2 Travel amenities
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
74. How about:
- 1 Visual appeal or
 - 2 Safety
 - 9 Don't know (*VOLUNTEERED—PROMPT*: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?)
75. How about:

- 1 Maintenance response time or
 - 2 Travel amenities
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)
76. How about:
- 1 Maintenance response time or
 - 2 Safety
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)
77. How about:
- 1 Maintenance response time or
 - 2 Traffic flow
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)
78. How about:
- 1 Travel amenities or
 - 2 Safety
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)
79. How about:
- 1 Travel amenities or
 - 2 Traffic flow
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)
80. How about:
- 1 Travel amenities or
 - 2 Pavement conditions
 - 9 Don't know (*VOLUNTEERED—PROMPT: Which characteristic would you prefer those who build and maintain our major highways spend money to improve?*)

81. Finally, I have just a few questions for classification purposes only. What type of vehicle do you drive most often for [TRIP TYPE]? (DO NOT READ LIST; PROMPT IF NECESSARY)
- 1 Car
 - 2 Van (SKIP TO Q. 85)
 - 3 Truck (SKIP TO Q. 86)
 - 4 Sports Utility Vehicle—Ford Explorer, Nissan Pathfinder, Jeep Wrangler (SKIP TO Q. 87)
 - 5 Recreational vehicle (RV) or camper (SKIP TO Q. 87)
 - 6 Bus (SKIP TO Q. 87)
 - 7 Motorcycle (SKIP TO Q. 87)
 - # Other (BE SPECIFIC)
 - 98 Refused (VOLUNTEERED—SKIP TO Q. 87)
 - 99 Don't know (VOLUNTEERED—PROMPT)

82. Is that car a:
- 1 Luxury car
 - 2 A sports or high performance car or
 - 3 A conventional car
 - 9 Don't know (VOLUNTEERED—PROMPT)
83. Is your car a:
- 1 Compact car =====\
 - 2 Intermediate size car or (ALL RESPONSES SKIP
 - 3 Full-size car TO Q. 87)
 - 4 Don't know (VOLUNTEERED—PROMPT) =====/

84. Is your van a:
- 1 Mini-van =====\
 - 2 Cargo van or (ALL RESPONSES SKIP
 - 3 Passenger van TO Q. 87)
 - 9 Don't know (VOLUNTEERED—PROMPT) =====/

85. Is your truck a:
- 1 Two axle, four tire truck or (Light duty truck)
 - 2 A truck with six or more tires (Heavy duty truck)
 - 3 Don't know (VOLUNTEERED—PROMPT)

86. (IF TERMINATED: Now, I just need to ask you a few questions for classification purposes only.)

May I please have your age? (DO NOT READ LIST UNLESS NECESSARY TO PROMPT)

1 18-24

2 25-34

3 35-44

4 45-54

5 55-64

6 65 or older

9 Refused (VOLUNTEERED)

87. What was the last grade in school you completed? (DO NOT READ LIST UNLESS NECESSARY TO PROMPT)

1 8th grade or less

2 High School incomplete (Grades 9, 10, 11)

3 High School complete (Grade 12)/GED/Vo-tech

4 Some college

5 College Graduate

6 Post Graduate/Degree

9 Refused (VOLUNTEERED)

88. I'd like to verify that I reached you by dialing (XXX)XXX-XXXX. Is that correct?

1 Yes

2 No (ASK FOR CORRECT PHONE NUMBER AND RECORD AT TOP OF SHEET)

(IF TERMINATED:)

For this study, the Kentucky Department of Highways has asked us to concentrate on licensed drivers who have driven on major highways in the past year. Therefore, those are all the questions I have for you. I'd like to thank you very much for your time.

(FOR THOSE WHO WERE NOT TERMINATED:)

89. And finally, do you have any additional comments you'd like to make about anything we've discussed today or anything else pertaining to Kentucky's highways? (OPEN END; RECORD VERBATIM RESPONSE)

99 No additional comments (VOLUNTEERED)

Occasionally my supervisor needs to call respondents back to verify an answer. To ensure that we speak to the correct person if we do have to call back, may I please have either your initials or your first name only? *(IF RESPONDENT HESITATES, ASSURE THEM THIS IS OPTIONAL AND CLOSE.)*

That was the last question. Again, my name is _____ and I'm with Preston Osborne Research in Lexington and we appreciate your taking part in our survey today.

- 90. County *(RECORD FROM PHONE LIST)*
- 91. Congressional District *(RECORD FROM PHONE LIST)*
- 92. Area Development District *(RECORD FROM PHONE LIST)*
- 93. Highway District *(RECORD FROM PHONE LIST)*